



**VIRGINIA WORKFORCE AND CAREER  
DEVELOPMENT SYSTEM**

**MINIMUM STANDARDS  
FOR  
SERVICE DELIVERY IN ONE-STOP  
CAREER CENTERS**

**APPROVED – MARCH 31, 2004**

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## **PURPOSE OF DOCUMENT**

To establish the minimum standards for service design and delivery in Virginia's One-Stop Career Centers, known locally as "Virginia Workforce Centers." These standards serve as the base line criteria by which all local One-Stop Career Centers will be certified. In addition, Local Workforce Investment Boards should use the criteria when determining a local One-Stop Operator's ability to operate the local One-Stop Career Center consistent with the State's minimum requirements for service delivery.

These standards are intended to enhance existing State Workforce Investment Act (WIA) policies where determined necessary by the Virginia Workforce Council. Such revisions will be made administratively to reflect this document. The *State Level Memorandum of Understanding Under the WIA* specifically addresses the roles and responsibilities of program partners and the Governor's expectations for their participation in the Workforce and Career Development System.

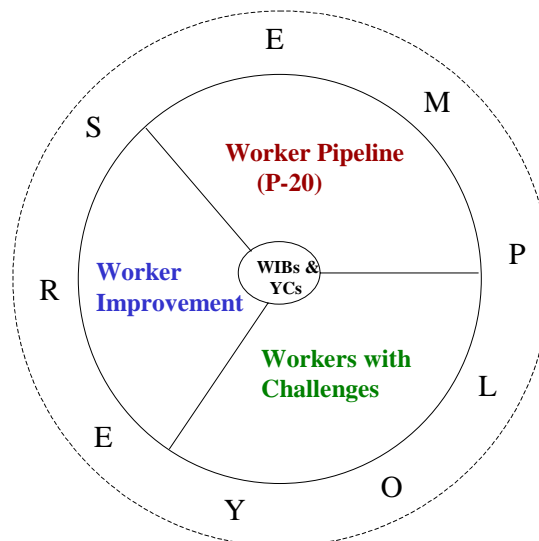
# **INTRODUCTION**

## ***Governor's Vision***

The Governor's vision for the Workforce and Career Development System is that it will assist individuals in obtaining employment that leads to self-sufficiency through services delivered in a seamless and integrated delivery system. Additionally, the system should eliminate duplication of services, reduce administrative costs, enhance participation, accommodate the demand needs of employers and improve customer satisfaction.

## ***Virginia's Workforce and Career Development System***

### **Workforce and Career Development System**



Virginia's Workforce and Career Development System is comprised of the following three sub-systems:

- **Worker Pipeline** - This sub-system provides services to individuals who will be entering the labor force and are attending programs in primary and secondary education, secondary and post-secondary career and technical education, community colleges, universities, and private technical schools.
- **Workers with Challenges** – This sub-system provides services to workers transitioning from unemployment or dependent status to income-earning independence. These individuals frequently receive services from one-stop career centers (known locally as “Virginia Workforce Centers”); programs in adult education; federal job training for youth, adults, and dislocated workers; vocational rehabilitation; and welfare reform.

- **Worker Improvement** – This sub-system provides services to incumbent workers who wish to improve their skills and earnings through employer-based training, customized training, and other skill-upgrading and credentialing programs.

The Virginia Workforce Council has set the state’s **strategic direction** for the Workforce and Career Development System as follows:

**Vision** - Our Commonwealth has a world-class workforce system that is responsive to employer and worker needs and creates a well-trained, well-educated and globally competitive workforce. This workforce is qualified to meet the needs of employers, both now and in the future, and is engaged in lifelong learning.

**Mission** - The Virginia Workforce Council is a business-led board that acts as principal advisor to the Governor and provides strategic leadership to the state regarding the workforce development system and its efforts to create a strong workforce aligned with employer needs.

**Values** –

<b>Customer Driven</b>	Actions aligned with the changing needs of employers and workers
<b>Fact-based</b>	Use of metrics and analysis to assess demand and performance
<b>Collaborative</b>	Partnership and communication between the various stakeholders
<b>Continuously Improving</b>	Changes that increase the efficiency and effectiveness of the system
<b>Career Focused</b>	Actions oriented to providing meaningful, “lifelong” employment for workers, not just jobs
<b>Proactive</b>	Identification and alignment with future needs as well as current
<b>Inclusive</b>	Supports diversity of all kinds

## **Goals** –

<b>Integration and Alignment</b>	Achieve greater integration and alignment of the various parties and programs within the Virginia Workforce Network.
<b>Local Excellence</b>	Promote excellence in the operation of all One-Stop Career Centers and LWIBS.
<b>Awareness and Confidence</b>	Increase the awareness, confidence and engagement of stakeholders in the Workforce and Career Development system.
<b>Metrics and Incentives</b>	Develop a robust set of metrics and processes to effectively assess and incent performance.
<b>“Key Player” Effectiveness</b>	Enhance the effectiveness of key players within the Workforce and Career Development System.

### ***Virginia Workforce Network***

The ***Virginia WORKforce Network*** has been designated as Virginia’s one-stop service delivery mechanism within the Workforce and Career Development System. The Virginia Workforce Council oversees the ***Network***, which consists of 44 local one-stop career centers (known locally as “Virginia Workforce Centers”) through which program partners provide workforce and career development services. The local ***Network*** is governed locally through a partnership between the Chief Local Elected Officials (CLEOs) and the Local Workforce Investment Board (LWIB). While local program partners, through the receipt of the program funds, have direct control over the majority of the programs included in the ***Network***, CLEO and WIB partnerships should influence the expenditure of partner program funds that impact the education, training and employment of the workforce.

### ***Virginia Workforce Network Goals***

To meet employers’ and individuals’ workforce and career development needs, and to continually improve the quality of the state’s workforce, the Commonwealth has developed the following goals for the ***Network***:

**Goal #1:** Increase the labor supply for high demand industries, both current and future in cooperation with state and local economic development strategies through workforce development.

**Goal #2:** Eliminate unwarranted duplication of services, reduce administrative costs and enhance participation and performance of customers served through the system.

**Goal #3:** Serve as an efficient nexus between the education community, businesses, and the defined workforce by increasing their knowledge of the entire workforce development system.

**Goal #4:** Ensure the area’s workforce has opportunities to improve skills and wages through a system of employment services and life long learning opportunities.

**Goal #5:** Work effectively with economic development organizations to assist in creating employment opportunities and enhance the image of the region.

**Goal #6:** Decrease the skills gap between industry’s skill needs and the potential workforce by creating a mechanism for clearly defining industry based skill standards, communicating them to educational providers, both public and private, and integrating the skill standards into curriculum.

**Goal #7:** Establish guidelines for creating and maintaining a cooperative working relationship, facilitate joint planning and evaluation of services and develop more efficient management of limited financial and human resources.

**Goal #8:** Build a workforce development system that will increase the workplace skills for Virginians, economically benefiting the workforce, employers and the Commonwealth.

**Goal #9:** Build a workforce development system that gives Virginia a competitive advantage in the recruitment of new businesses.

It is the joint responsibility of the VWC and state program partners to ensure the ***Network*** goals are achieved system-wide. The local Memorandum of Understanding between the LWIB and the local program partners should specify how the ***Network*** goals will be achieved locally.

### ***One-Stop Career Centers***

A one-stop career center, known locally as a “Virginia Workforce Center,” is a location where a wide range of employment, training and career education services are available to employers, workers and jobseekers. The ***Minimum Standards for Service Delivery in One-Stop Career Centers*** contained in this document create the foundation for the CLEOs and LWIBs to jointly govern and design the local ***Network*** of local One-Stop Career Center(s).

**Customers** – Employers, workers and jobseekers are customers of the One-Stop Career Centers. This includes local businesses and industries, students, persons with disabilities, veterans, welfare recipients, migrant and seasonal farm workers, unemployed, underemployed and employed individuals.

**Design Principles** - The ***Network*** is based on the collaboration of service providers who collectively provide the services identified in this document through local One-Stop Career Centers. Partner services should be provided in an integrated manner to meet individual customer needs. The local One-Stop Career Center(s) should be designed to increase awareness of, and access to, partner program services and to promote the establishment of a service delivery system that is responsive to the needs of our customers.

The local service delivery design must reflect the following guiding principles:

- Adherence to a locally developed strategic plan that is based on employer, worker and jobseeker needs and encourages a common direction among diverse employment, education, and training programs;

- Universality of service access by employers, workers and jobseekers with multiple access points;
- Customer choice regarding the method of access and the information and services provided;
- Maximum utilization of resources through co-location and shared operating costs, consistent with the *State Level Memorandum of Understanding Under the Workforce Investment Act*;
- Ease of customer access: one-stop career center site is based upon local factors that make locations convenient for customer use, with a minimum of one comprehensive One-stop career center per Local Workforce Investment Area that provides accessibility to all partner programs and offers all of the core services;
- Service delivery that is driven by individual employer, worker and jobseeker needs rather than program offerings and eligibility;
- Market driven services developed through private sector leadership;
- Integration of services across agencies and programs, replacing fragmentation and duplication with coordination and consolidation, consistent with the *State Level Memorandum of Understanding Under the Workforce Investment Act*;
- Customer focused staff and services supported by customer satisfaction measures that promote continuous improvement;
- Accountability based on established performance measures and results; and
- Development and implementation of a unified plan and joint budget for local partner programs, consistent with the *State Level Memorandum of Understanding Under the Workforce Investment Act*.

Services –Services from the state’s major workforce development programs are accessible in a manner that is seamless to the customer and consistent with the *State Level Memorandum of Understanding Under the Workforce Investment Act*. A single service delivery system at the local level provides customers access to integrated services.

**Employers** have access to a pool of qualified workers and related services to support their economic and workforce development activities. Such services include:

- Assistance in finding qualified workers;
- Interview facilities at the Service Centers;
- Information on and referral to business start-up, retention and expansion services;
- Information on and referral to customized training programs; and
- Information on labor markets, workplace accommodations and tax credits for new hires.

**Workers and jobseekers** can access services that prepare them for job search, job advancement or career changes. These services include:

- Job, career, and skill self-assessment tools and assessment services;
- Career, job, and labor market information;
- Resume writing software and support materials;
- Directories of human service agencies and employers;
- Information on financial aid, occupational training, and workplace accommodations; and
- An expanded scope of services and training available to eligible jobseekers and workers through partner programs.

**The minimum standards for service delivery are the “base line” for serving customers at the local level. LWIBs and CLEOs are encouraged to go beyond these services and standards to better serve employers, workers and jobseekers.**



# **MINIMUM STANDARDS FOR SERVICE DELIVERY IN ONE-STOP CAREER CENTERS**

## **General Design Features**

The following standards are the “baseline” for serving customers of the local Virginia and Workforce and Career Development System. They are intended to be used as customer service standards that shift service delivery from a program-driven system to a customer-driven system. These standards are only minima and local Workforce Investment Boards/Local Elected Officials (LWIBs/CLEOs) are encouraged to extend beyond these services and standards to better serve employers, workers and job seekers. Each local one-stop career center, known locally as a “Virginia Workforce Center,” must meet the following minimum standards.

## **Customer Services**

### **Services for Employers**

Integrated services provided to all employers at their request through a single point of contact to support local and regional economic and workforce development efforts. These services, at a minimum, include:

- Assistance in finding qualified workers;
- Labor exchange;
- Interview facilities at one-stop career centers;
- State and/or federally generated Labor Market Information (LMI);
- State and/or federally generated information on Americans with Disabilities Act (ADA);
- Information regarding consultations on workplace accommodations for persons with disabilities;
- Information on and referral to business start-up, retention and expansion services;
- Information on and referral to sources for developing customized training programs;
- Information on and referral to career preparation activities;
- Rapid response to mass layoffs and plant closings;
- Information about training incentives such as on-the-job training programs (based on worker eligibility); and,
- State and/or federally generated information on tax credits for new hires.

## Core Services for Individuals

Core services are informational services and resources available to all workers and jobseekers. Services help individuals access resources for job search, placement and advancement. Services may be provided on electronic systems, printed or audio-visual in nature, and are preparatory for job search, placement and advancement. These services, at a minimum, consist of:

- Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the Virginia Workforce and Career Development System;
- Program information describing eligibility requirements and application procedures;
- Determinations of whether individuals are eligible to receive assistance from WIA Title I Adult or Dislocated Worker funding;
- Assistance in establishing eligibility for Welfare-to-Work activities authorized under Section 403(a)(5) of the Social Security Act (as added by Section 50001 of the Balanced Budget Act of 1997) available in the local area and for programs of financial aid assistance for training and education programs that are not funded under the Workforce Investment Act that are available in the local area;
- Provision of information regarding filing claims for unemployment compensation;
- Provision of information relating to the availability of supportive services for employment, including child care and transportation, available in the local area, and referral to such services, as appropriate;
- Referral for all programs identified in the “system program and partners” section of this document and local optional programs. This includes screening to determine likelihood of eligibility for various programs and financial assistance. If this service is accessed, a common procedure will be used across programs to capture information needed to prepare an individual development plan and information will be shared, as appropriate, with Career Center partners;
- Labor exchange;
- Job, career and skill self-assessment tools;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Employer directories for job search, e.g., America’s Labor Market Information System (ALMIS) resources, Internet-based directories, commercial products;
- Resume writing software and support materials;
- Local human services directory;
- Occupational training information;

- Financial aid information;
- Job search skills information;
- Workplace accommodations information;
- Local, regional and national labor market information, including job vacancy listings in such labor markets; information on job skills necessary to obtain the jobs described in the job vacancy listings; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Performance information and program cost information on eligible providers of training services as described in WIA Title I Section 122, by program;
- Provision of performance information and program cost information on providers of adult education described in WIA Title II, providers of postsecondary career and technical education activities and career and technical education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);
- Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the Virginia Workforce and Career Development System in the local area; and,
- Follow up services, including counseling regarding the workplace, for customers in WIA Title I activities who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

### **Intensive Services for Individuals**

There are publicly funded intensive services available to targeted populations to support workforce development efforts based on program eligibility and other criteria determined locally. This does not constitute an entitlement. Minimally, the following customer groups will be afforded access to intensive services available within funding limitations and based on eligibility **consistent with program requirements:**

- Adults and dislocated workers who are unemployed and are unable to obtain employment through core services provided and who have been determined by a one-stop career Center operator to be in need of more intensive services in order to obtain employment;
- Adults and dislocated workers who are employed, but who are determined by a one-stop career center operator to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency as defined by the Governor and the local area;
- Persons who have disabilities;

- Persons who are public assistance recipients;
- Persons who are eligible for adult education;
- Persons who are veterans; and,
- Persons who are migrant seasonal farm workers.

At a minimum, the following intensive services will be available **consistent with program requirements**, as funding permits, to customers who are included in one of the above-mentioned customer groups. Some eligible individuals may not receive all of the intensive services listed.

- Comprehensive and specialized assessments of the skill levels and service needs, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;
- Group counseling;
- Individual counseling and career planning;
- Case management for participants seeking training and career education services; and,
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

### **Training and Career Education Services for Individuals**

There are publicly funded training and career education services available to targeted populations to support workforce development efforts based on program eligibility and other criteria determined locally. This does not constitute an entitlement. Minimally, the following customer groups will be afforded access to training and career education services available within funding limitations and based on eligibility **consistent with program requirements**:

- Adults and dislocated workers who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services;
- Adults and dislocated workers who after an interview, evaluation or assessment and case management have been determined by a one-stop career center operator or one-stop career center partner, as appropriate, to be in need of training and career education services and to have the skills and qualifications to successfully participate in the selected program of training and career education services;

- Adults and dislocated workers who select programs of training and career education services that are directly linked to the employment opportunities in the local area involved or in another area in which the adults or dislocated workers receiving such services are willing to relocate;
- Adults and dislocated workers who are unable to obtain other grant assistance for such services, including federal Pell Grants or who require assistance beyond the assistance made available under other grant assistance programs, including federal Pell Grants;
- Adults and dislocated workers who are determined to be eligible in accordance with the state's priority system, if established by the Governor;
- Persons who have disabilities;
- Persons who are public assistance recipients;
- Persons who are eligible for adult education;
- Persons who are veterans; and,
- Persons who are migrant seasonal farm workers.

The following workforce training and career education services may be available **consistent with program requirements**, as funding permits, to customers who are included in one of the above-mentioned customer groups. Some eligible customers may not receive all training and career education services listed.

- Occupational skills training, including training for nontraditional employment;
- On-the-job training;
- Programs that combine workplace training with related instruction, which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Adult education and literacy activities; and,
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

## Local System Programs and Partners

At a minimum, access to the services from the following programs will be included in the local Virginia Workforce Network, either at a one-stop career center location or through referral, **if the program is available in the local area:**

- WIA Title I Adult, Dislocated Worker and Youth;
- Welfare-to-Work;
- Food Stamps Employment and Training;
- Employment Service;
- Trade Adjustment Assistance Reform Act (TAA);
- Vocational Rehabilitation;
- Career and Technical Education;
- WIA Title II Adult Education and Literacy;
- Unemployment Insurance;
- Veterans Employment Service;
- WIA Title I funded Migrant Seasonal Farm Workers;
- Senior Community Service Employment Program;
- WIA Title I Job Corps;
- WIA Title I Veterans;
- WIA Title I Native Americans;
- WIA Title I Youth Opportunity Grants;
- Community Services Block Grant Employment and Training; and,
- Housing and Urban Development Employment and Training (where available).
- Department of Business Assistance Workforce Services and other employer service programs

LWIBs/CLEOs are encouraged to incorporate into the local system the following services and programs, as well as others based on local conditions:

- Community college and secondary career and technical education placement services, job search classes, financial aid, and related services, and other higher education institutions as present in a local area;
- Government procurement services;
- Community mental health programs, particularly those related to job training/placement;
- Substance abuse services;
- Economic development services;
- AmeriCorps program;
- Homeless programs;
- Transportation systems and service providers; and,
- All local employment and training programs and sources of funds.

## **Resource Integration**

Operation of the Virginia Workforce and Career Development System requires the allocation of resources for local one-stop career operations. Minimally, the LWIB will ensure that the local delivery system addresses:

- Contributions by required programs (and other locally-determined partners) of appropriate staff positions to an integrated service delivery system, often requiring changes in the way work is performed.
- Contribution by required programs (and other locally-determined partners) of buildings, equipment, and other assets to the larger picture of integrated programming.
- Redirection of program operations to support an integrated service delivery system, often requiring changes in mixes and levels of service within programs.

## **Customer Satisfaction and Service Accountability**

There are information and data collection functions, as well as operational procedures, for tracking customer services and outcomes that are fundamental to a customer-driven system. These functions and processes are related to maintaining high levels of customer satisfaction and program accountability. At a minimum, the following must be addressed:

- Each local system must use the data generated through the state developed system of measuring customer satisfaction for employers, workers and job seekers for the purposes of monitoring customer service levels and implementing service improvements;
- To ensure integrated and effective services, each local system must use, to the degree possible, the Virginia Workforce Network (VWN), a centralized, integrated management information system with the capability of sharing participant records among service delivery programs and partners;
- Adhere to confidentiality protections for customers, as required by state and federal law and regulations; and other considerations as described in interagency agreements for information sharing.
- Each local system must institute the state developed system of measuring performance, once national system performance standards are issued and state-specific system performance standards are developed.
- Use of the Malcolm Baldrige principles of performance excellence, consistent with State WIA Policies 00-4 and 00-9.

## Local One-Stop Career Center System Design

- One-stop career center, known locally as “Virginia Workforce Center,” locations will be based on factors that make the location convenient for customers to access. Other factors to consider for one-stop career center locations are accessibility for individuals with disabilities, public transit routes, commuting patterns for jobs, conventional wisdom in the region regarding acceptable travel distance for services, proximity of ancillary services, parking, unemployment level, poverty level, among others. Cost should be considered, after considering the above factors.
- At a minimum, each LWIB region must have at least one comprehensive one-stop career center, which is a physical location that:
  - 1) Provides at least the “core” services identified in this document; and,
  - 2) Has all of the programs in the following chart physically located at the site - - if the program is funded and available in the local area. For the program to be determined physically located at the site, the program must offer, at a minimum, the services noted in the following chart.
  - 3) Provides evening and weekend hours, according to local customer demand and LWIB discretion**

Consistent with Virginia WIA Policy 00-4, the one stop career center system may also include satellite centers, which provide services as determined by the local needs assessment. A satellite may be a site designed to address special needs in the community. If WIA funds are used at a Satellite site, access to WIA and Employment Service core services must be provided, as well as referral to other partner services. The system may also include informational sites, which provides information, computer linkage, or referral to the one-stop career center for service.



PROGRAM	SERVICES REQUIRED AT SERVICE CENTERS			
	Provide Information on and Referral to Program	Intake/Registration	Eligibility Determination	Enrollment in Program and Referral to Program Activity
<b>PROGRAM SERVICES DELIVERED AT THE CAREER CENTER (AT A MINIMUM)</b>				
WIA Title I Adult	X	X	X	X
WIA Title I Dislocated Worker	X	X	X	X
Employment Service	X	X	X	X
Veterans Employment Service	X	X	X	X
Vocational Rehabilitation	X	X		
Trade Adjustment Assistance Reform Act (TAA)	X	X	X	X
Unemployment Insurance	X	X	X	X
<b>PROGRAM SERVICES AVAILBLE THROUGH REFERRAL (AT A MINIMUM)</b>				
WIA Title I Youth	X			
Welfare-to-Work	X			
Food Stamps Employment and Training	X			
Senior Community Service Employment Program	X			
Secondary and/or Postsecondary Career and Technical Education	X			
WIA Title II Adult Education and Literacy	X			
WIA Title I funded Migrant Seasonal Farm Workers	X			
WIA Title I Job Corps	X			
WIA Title I Veterans	X			
WIA Title I Native Americans	X			
WIA Title I Youth Opportunity Grants	X			
Community Services Block Grant Employment and Training	X			
Housing and Urban Development Employment and Training	X			
Vocational Rehabilitation			X	X

LWIBs are encouraged to go beyond this minimum standard for co-location. LWIBs are encouraged to consider defining the “co-location” of programs as having the one-stop career center serve as the sole location for the delivery of services from that program, and with the one-stop career center being the publicly recognized location for customers to access services from the program. Administrative functions of the program may be at a different location.

- One-stop career centers must have facilities that accommodate:
  - Both individual and group work with customers,
  - A common reception area,
  - A self-serve resource area (a “resource room”),
  - Space for itinerant staff, and,
  - Employer interview functions.
- The customer flow of local systems incorporating satellite offices must be designed so that regardless of where the customer enters the system, the customer will not have to go to more than two locations to access all of the core services.
- The local system must have an integrated system of customer access and awareness that ensures the local Workforce and Career Development System is easy to locate and access, as well as highly visible, by incorporating a common system telephone number, common publicity, a website and other means as necessary.
- Priority will be given to assuring that throughout the system, persons with disabilities will have programmatic access to all services. The commitment to adequately serving persons with disabilities extends beyond the specialized services of vocational rehabilitation to the system as a whole and assumes the responsibility of continuously enhancing system capacity for achieving that aim.
- A system of management and staff development that supports the integration and co-location principles, as well as informed, professional and customer friendly service must be in place.

## **Local Workforce and Career Development System Marketing and Customer Relations**

Effective marketing and customer relations throughout the Virginia Workforce and Career Development System will establish and sustain a broad awareness in the marketplace. The Virginia Workforce Network brand ultimately sets up an expectation of the services provided inside the center for the customer. These efforts are to be a priority for continued success and visibility.

- The Virginia Workforce Network name and logo must be incorporated into the signage of each certified one stop center location. Satellite or affiliated offices should be given the right to use the logo judiciously with thought given to the expectation of the customer
- The Virginia Workforce Network name and logo must be included on various forms, communications and publicity materials, including webpages.
- Local systems must use a common toll-free telephone number in all marketing and public relations materials.
- All centers must incorporate the term “workforce center” or “career center” into their telephone greetings to communicate a common network of state-certified centers that provide a base of similar services throughout the Commonwealth.
- Each office location must have a receptionist/greeter to direct customers appropriately upon customer entry.
- It is expected that all staff in the career centers will also be able to direct/assist customers appropriately as needed.
- To encourage coordination of publicity materials, and to minimize duplication of effort and resources in the 17 regions as well as at the state level, each Workforce and Career Development System Agency will send all publicity materials, as a matter of record and best practice, to a single depository as designated by the VWC.
- Each Workforce and Career Development System Agency will create a basic schedule of publications, television/radio/billboard advertisements, job fairs, etc. indicating any marketing and public relations activities. This plan will be shared with the VWC for inclusion in a statewide marketing grid disseminated to the 17 regions

- Each Workforce and Career Development System Agency will create a basic schedule of publications, television/radio/billboard advertisements, job fairs, etc. indicating any marketing and public relations activities. This plan will be shared with the VWC for inclusion in a statewide marketing grid disseminated to the 17 regions.

## **Resource Rooms**

One-stop career centers must have a self-serve resource area or “resource room” that, at a minimum, offers the following services to our customers:

- Labor Exchange Tools
- Computer Applications Software
- Resume Writing Software
- Career Exploration Software
- Job, Career, and Skill Self-Assessment Tools
- Career, Job, and Labor Market Information
- Career Planning Information
- Job Search Information
- Interviewing Information
- Information on Resumes, Cover Letters, etc.
- Information on Job Retention
- Directories
- Periodicals

Specific requirements include:

- Career exploration computer applications to benefit job seekers;
- Labor exchange as required for core services.

Specific materials are not required for the other types of services listed above, however suggestions on materials to fulfill the requirements are provided in “Attachment A”.

## **Information Technology Systems**

Common information systems, open access to information systems, and connectivity among systems, are required to support the Virginia Workforce and Career Development System and to create an effective and efficient career and workforce development system. This supports integrated service delivery by making data exchange, or access to information on customers, possible. Common, open and linked information systems also conserve resources and provide a common statewide identity for the Virginia Workforce and Career Development System. For these reasons, each local system must:

- Conduct state-wide labor exchange via a single, state-supported website; and
- Use, to the degree possible, a centralized, integrated management information system (Virginia Workforce Network) with the capability of sharing participant records among service delivery programs and partners.

LWIBs/CLEOs may determine locally to:

- Use technology and automated systems to support information sharing in an integrated delivery system.
- Institute electronic transfer of program-specific data into individual program reporting systems.

## ATTACHMENT A

### Examples of Resources that Fulfill the Minimum Requirements for Resource Rooms

Resource Room Service	Specific Examples Offered
<b>Labor Exchange Tools</b>	<ul style="list-style-type: none"> <li>▪ Restricted Use Telephones for Local Employer Calls with TTY</li> <li>▪ Access to Facsimile Machine</li> <li>▪ Access to Photocopy Machine</li> <li>▪ Access to Printers</li> <li>▪ Internet Access</li> </ul>
<b>Computer Applications Software</b>	<ul style="list-style-type: none"> <li>▪ Word Processing Software <ul style="list-style-type: none"> <li>- Microsoft Word</li> <li>- Corel WordPerfect</li> </ul> </li> <li>▪ Accessible Software for Persons with Disabilities</li> </ul>
<b>Resume Writing Software</b>	TBD
<b>Career Exploration Software</b>	<ul style="list-style-type: none"> <li>▪ Occupational Information Network (O*NET)</li> <li>▪ Occupational Outlook Handbook</li> </ul>
<b>Job, Career, and Skill Self-Assessment Tools</b>	TBD
<b>Career, Job, and Labor Market Information</b>	TBD
<b>Career Planning Information</b>	TBD
<b>Job Search Information</b>	TBD
<b>Interviewing Information</b>	TBD
<b>Information on Resumes, Cover Letters, etc.</b>	TBD
<b>Information on Job Retention</b>	TBD
<b>Directories</b>	<ul style="list-style-type: none"> <li>▪ Chamber of Commerce Directories</li> <li>▪ Local Human Services Directory</li> <li>▪ Virginia Business Directory</li> <li>▪ Virginia Manufacturers Directory</li> <li>▪ Telephone Directories</li> </ul>
<b>Periodicals</b>	<ul style="list-style-type: none"> <li>▪ Local Newspapers</li> <li>▪ Business Periodicals</li> </ul>

Resource Room Service	Specific Examples Offered
<b>General Information</b>	<ul style="list-style-type: none"> <li>▪ Adult Education Information</li> <li>▪ Child Day Care Information</li> <li>▪ Financial Aid Information</li> <li>▪ High School Equivalency (G.E.D. Testing) Information</li> <li>▪ Job Training Information</li> <li>▪ Local Transportation Information</li> <li>▪ Medicaid Information</li> <li>▪ Workplace Accommodation Information</li> <li>▪ Americans With Disabilities Act (ADA) and Job Site Accommodations Information</li> <li>▪ Information on ADA Consultation</li> <li>▪ Information on Ergonomic Assessments</li> <li>▪ Information on Worksite/Job Accommodations</li> <li>▪ Information on Retention Services for the Troubled Employee</li> <li>▪ Information on Disability Sensitivity Awareness Training</li> <li>▪ Information on Return to Work Services</li> <li>▪ Unemployment Insurance Handbook</li> </ul>
<b>Assistive Technology/ and Alternative Formats</b>	<ul style="list-style-type: none"> <li>▪ Braille Printers With Appropriate Braille Translation Software</li> <li>▪ Closed Captioned Videotapes</li> <li>▪ TTY/TDD – Telecommunications Device for the Deaf</li> <li>▪ textHELP Read and Write</li> <li>▪ Zoom Text – Screen Magnifier</li> <li>▪ WiVik – Onscreen Keyboard Used In Conjunction With The Trackball</li> <li>▪ Large Computer Monitor (19 In.)Trackball, And A Switch (Large button that works like the left click button on a mouse.)</li> <li>▪ Height Adjustable Work Stations which can be raised or lowered to accommodate wheelchairs.</li> </ul>